

IN THE SPECIFICATION

Please replace the paragraph beginning on page 13, line 10 and ending on page 14, line 20 with the following amended paragraph.

Through the GUI, the service technician accesses diagnostic software on the diagnostic interface 100. The diagnostic software enables access to superuser level functions in the appliance 130 and formulates commands and updates for the appliance 130 and the appliance's dedicated appliance controller. Figure 5 shows a flow diagram of the software for diagnosing and servicing the appliance 130. The PLC Connection Algorithm 510 establishes the connection of the PLC to the communication interface 700 or to an Appliance Communication Controller (ACC). The ACC is described in detail in co-pending patent application having G.E. Docket No. 9d-hr-19457, titled "RECONFIGURABLE APPLIANCE CONTROL SYSTEM", filed \_\_\_\_\_ as serial No. \_\_\_\_\_ and filed July 18, 2002 as serial number 10/197,702 and is incorporated herein by reference in its entirety. The PLC Connection Algorithm can be implemented as a software module that requests information as is disclosed in the incorporated application. The Authentication For Service and Diagnostics module 520 takes the information passed by the PLC Connection Algorithm 510 and performs the acquired authentication and validation to ensure that only authorized access is given to the diagnostics mode. The module can be implemented in software as more fully disclosed in the incorporated application. Once authentication has been obtained information is passed to the appliance as well as returned from the appliance to the ACC using the Appliance Communication 530 as more fully described above in Tables 1 – 5. It is understood that subsequent information flow between the remote service tool and the appliance passes through the ACC and is bi-directional in nature as more fully disclosed in the incorporated application. The Display Diagnostics Screen 540 on remote service tool shows the diagnostics options to the service provider. It is understood that the remote service

tool (not shown) can be a portable computer such as a Dell Latitude series computer, running Windows, a PDA such as a Windows CE computer as manufactured by Toshiba, a stationary computer such as a Hewlett Packard Vectra SE series computer and the like running Windows, Windows CE, Unix, or another operating system. The Request Diagnostics Input from User module 550 then requests diagnostics information from the user on the remote service tool. Once the information has been entered on the remote service tool, the Send Appropriate Diagnostic Command Via Communication Standard to Appliance module 560 forwards the appropriate command to the appliance for action. This module can be implemented as a software module on the remote service tool. The ACC Requests Appropriate Diagnostic Data from Appliance module 570 requests performance and diagnostics data from the appliance and forwards it to remote service tool. This module can be implemented in the ACC as more fully disclosed the incorporated application. The Diagnostics Complete module 580 tests whether the diagnostics has been completed and no further information is requested by the user. It can be implemented as a software module on the remote service tool. In case further diagnostics is required or requested, control on the remote service tool is returned to the Appliance Communication Standard Passing Information to Appliance module 530. In case the diagnostics operation is complete, control is given to the Remote Service Tool Breaks Connection to ACC and Appliance and Returns into Standby Mode module 590, that breaks the connection to the ACC and appliance and then returns the remote service tool into its standby mode after having saved all relevant information.